

CRU CREW NEWS

FIRST QUARTER 2014 STARTS WITH AN ICE BANG

Many thanks to the army of adjusters who deployed to Ontario to handle the Christmas Ice Storm claims. CRU was engaged to provide more than 70 inside and field adjusters from January through April. The ongoing snows couldn't keep us from working and settling more than 3,270 claims for our carrier partners. Leaving families before New Year's and working through Valentine's and Easter holidays required a dedication and commitment rarely seen. We salute those folks that soldiered through to meet the challenges head on. Your professionalism and effect on our company's reputation is outstanding!

CRU Management Team

A TEXAS STAR

CRU is pleased to announce that we have been appointed as an independent firm to supply Inside Examiners for Texas Wind Insurance Association (TWIA) and Texas Fair Plan Association (TFPA) for this year. We are honored to have been chosen for this service and are currently certifying Examiners to fill our roster. If you have more than five (5) years of File Review and adjusting experience and are interested, please contact Lisa Kowalski via lkowalski@cruadjusters.com

EARTHQUAKE VIBRATIONS

On March 24th, CRU Adjusters hosted our first Earthquake Symposium at the Trump Tower in Toronto. Attended by most of the P&C carriers in Canada, Kyle Winston moderated a presentation given by Anthony Farnell (Chief Meteorologist of Global National), Hugh West of Eagleview, Michael Ropret (Structural Manager for Rochon Engineering) and Tim Dempsey (CRU Earthquake Response Specialist). After the 90 minute information presentation, our company was able to show our commitment to assisting the planning and response of this type of event. Earthquake disaster adjusting is quite different than a weather related catastrophe. And when you consider that when the last major seismic event affected North America, cell phones were rarely used, a lot has changed with the preparation, response, adjusting, repair methods and requirements to work these claims. Stay tuned to CRU as we start a unique up-to-date Canadian Earthquake Certification Program. We will be scheduling these certification classes throughout the US and Canada in the coming months.



24/03/2014



Kyle Winston speaking to members on earthquake preparedness.

London, UK 2014

Earthquake Certification Now Available

CE Credits Now Available through the Academy of Insurance Adjusting

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LAUNCH OF THE ACADEMY OF INSURANCE ADJUSTING

Last month, AIA launched locations in Florida, Alberta and Oklahoma. As an industry, it is pretty bad with keeping Independent Adjusters up to date with the ever evolving changes in P&C claims handling, and even worse in attracting and educating potential adjusters to the real “in’s and out’s” of our profession.

AIA’s focus is to do both for all adjusters – staff, independent, auto, large loss, and potential candidates.

The Basic Adjuster Course is a 2 week (M-F) course that teaches everything related to basic residential adjusting (policy basics, scoping techniques, material identification, damage recognition, measuring standards, using Xactimate to write the estimate, reporting requirements, carrier expectations, and a whole lot more.

Plus, we are offering a slew of other shorter classes and getting them CE accredited across Canada and the US.



Calgary Training Facility

AIA CALGARY TRAINING DATES

May 19—Damage Recognition, Composition shingles, Wood Shingles

May 21st - Xacatimate Sketch

May 22nd—Xacatimate Sketch

June 2nd—June 13th—Basic Adjusting

****To Register please visit
www.aiacenters.com**



Ardmore Training Facility

AIA ARDMORE TRAINING DATES

June 16th—June 27th—Basic Adjusting

July 14th—July 16th - Texas Licence Certification

Aug4th—Aug 15th—Basic Adjusting

****To Register please visit
www.aiacenters.com**

AIA PENISCOLA TRAINING DATES

May 28th—May 29th—Basic Xactimate and Xactimate Sketch

May 30th—Advance Xactimate

June 16th— Xactimate Sketch

June 20th—Xactimate Sketch

June 2th—Xactimate Sketch

June 28th—Basic Xactimate

June 29th—Advanced Xactimate

June 30th—Ethics & Xactimate

****To Register please visit
www.aiacenters.com**



Pensacola Training Facility

Earthquake Certification Now Available

CE Credits Now Available through the Academy of Insurance Adjusting

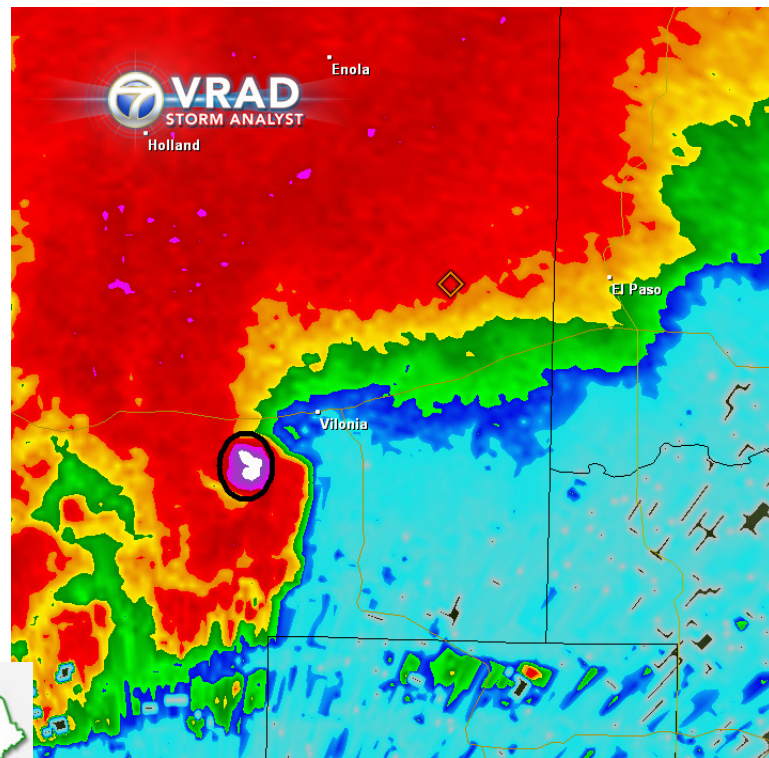
CRU STORM CORNER

TORNADO WATCH 2014

April 27-28, 2014 saw locations from Oklahoma to Alabama ravaged by numerous large and deadly tornadoes. Ironically, exactly three years earlier to the day, some 200 tornadoes had killed more than 340 people, injured thousands, and left damage in the billions in many of the same places.

The April 2014 outbreak was not as prolific a tornado producer or as vicious a killer as 2011's version: some 40 tornadoes claimed 29 lives in the two-day 2014 event. Of course this is still terrible. Insured losses were heavy too: with a brand new \$14-million dollar high school in Vilonia, Arkansas completely destroyed and counting toward the hundreds of millions in damage across half a dozen states.

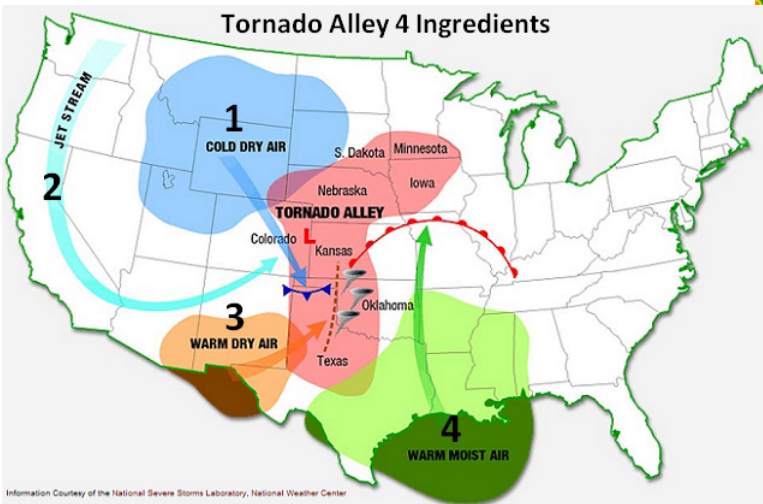
The Vilonia, Arkansas tornado laid waste to the town of Mayflower first before crunching through Vilonia with equal devastation. The circled portion shows the "debris ball": the radar energy is reflected back to the radar antenna by airborne objects which make better radar targets than raindrops and hail. It was a terrible night for those communities. Here the tornado has already moved through Mayfield and is taking aim on Vilonia. This tornado was likely an EF-3 with winds of about 150 mph.—Steve LeNore



El Nino Watch

Weather tends to follow patterns just like oil prices and the stock market, but hopefully for different reasons. So can we draw any conclusions on how the peak of tornado and severe weather season might behave this year? Well...things are about to change from what they've been. Sea temperatures across the eastern Pacific are rising and an El Nino is forming. El Nino patterns energize the jet stream and often increase severe weather occurrences. Most of the long-range predictions through the summer show the El Nino building gradually, so its effect may not be noticeable for a while. This places the northern states and southern Provinces more in line to deal with tornado effects from a strengthening El Nino in June-July. For instance, Edmonton,

Alberta had Canada's second deadliest tornado on record in July 1987: during a strong El Nino. Midland, Ontario was hit on June 23, 2010 during a moderate El Nino that year. A rash of strong tornadoes clobbered North Dakota and Minnesota in June 2010 a week before the Midland Tornado.—Steve LeNore



Steve LeNore is the consulting meteorologist for CRU and he brings with him a solid package of credentials; he has been a forecaster and broadcast professional since the 1980s and has worked in several large TV markets including Dallas, San Antonio and Austin. Steve is the recipient of 10 different awards during his career; he and his evening news-team received the Associated Press' "Best Newscast" award for the state of Texas in 2013. He holds a Bachelor's degree in meteorology from Texas A&M University and the American Meteorological Society Certified Broadcast Meteorologist Seal of Approval. He is a certified advanced Skywarn spotter.

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It has been an exciting couple of months at CRU. We attended the PLBR conference in March and had tremendous success. We got our name in front of the movers and shakers of the insurance industry. As of this writing, we are contacting those referrals along with additional carriers as we prepare for hurricane season in the southwest. We have started the push to create a serious presence in the US.

Our company has become an inside vendor for Texas Windstorm and the Texas Fair Plan. We would like to thank each of you for making this all possible.

Many Thanks

With the addition of Texas Wind – Texas Fair Plan to CRU's portfolio of North American carrier partners, we are continuing to grow both our market share and our ability to keep our roster of adjusters working more and more. The new business development team of Steven Steckler, Wade Evans and David Speciale has been networking through conferences and conventions the last few months and they have targeted a couple of regional carriers to strategically grow CRU's opportunities. Look for future news and announcements coming from the BC province of Canada, another NE US multistate carrier, and a strong carrier in the California market.

We continue to increase our Auto Analyst Group for our carriers and welcome anyone interested in that type of inside work to contact CRU through resumes@cruadjusters.com

HAVE ANY REFERRALS??

CRU needs to increase our adjusting crew. Currently we need the following:

INSIDE BRANCH SUPPORT EXAMINERS – TEXAS AREA

LARGE LOSS GENERAL ADJUSTERS or EGA – UTAH, COLORADO, NEVADA, and NW US

CAT, DAILY, AUTO ADJUSTERS – VANCOUVER, CALGARY and GREATER TORONTO AREA

CAT ADJUSTERS – FLORIDA, ALABAMA, MS & LOUISIANA

Send inquires and resumes to resumes@cruadjusters.com

CRU² (contents recording unit)

In response to the growing frustration of our carrier partners in correct contents adjusting, CRU is rolling out our new Contents Recording Unit Division. This offers a great opportunity for adjusters and pre-adjusters who would like to be on the first wave of content documentation during catastrophes and ongoing large loss claims. The work is designed for personnel that either live in an affected or covered market or can deploy to that area within 24 hours. For more information, please contact Skip McHardy via smchardy@cruadjusters.com

XM 28 Is Here!

Xactimate has finally released version 28. Although there doesn't appear to be to many changes with the software, one of the major changes is that XM8 is going to the cloud. You will have the capability of accessing XM8 from your mobile device, online, or your laptop. We will keep you up to date when we need you to update to XM28 for our clients

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